

Name	
Address	
City	State ZIP+4
Phone ()	E-mail address
Company (optional)	

Workshop Registration October 28, 2005

Mail copy of this registration form to:
Dept. of Labor & Industries
Attn: Shari Purves-Reiter
PO Box 44400
Olympia WA 98504-4400

OR FAX to: 360 902-5292
OR Call: 360 902-4733

Select one class in each time frame by checking the corresponding box.

Time	Room	Course Title	
8:00 AM <input type="checkbox"/>	BBB Conf Room	Dealing with Difficult Customers	1 Hour
9:00 AM <input type="checkbox"/>	BBB Conf Room	Managing Claims to Control Your Industrial Insurance Costs	1 Hour
10:00 AM <input type="checkbox"/>	BBB Conf Room	Everything You wanted to know about your L&I Account	1 Hour
11:00 PM <input type="checkbox"/>	BBB Conf Room	Small Business Planning Made Easy	1 Hour
1:00 PM <input type="checkbox"/>	BBB Conf Room	Bidding, Estimating and the Bottom Line	1 Hour 25 Minutes
2:30 PM <input type="checkbox"/>	BBB Conf Room	Construction Contracts – What You Should Know!	1 Hour 25 Minutes
4:00 PM <input type="checkbox"/>	BBB Conf Room	Hiring an Independent Contractor / Prime Contractor Liability Cash Flow	1 hour

☐ Please add my E-mail address to L&I List Serve to Receive – Quarterly Update newsletter

I learned of this workshop via: ☐ Mailing ☐ Newsletter ☐ Bldg. Assoc. ☐ Website ☐ Gov. Office ☐ Other _____

Free Contractor Training Day

**Classes will be located in the
 Better Business Bureau
 1000 Station Drive, Suite 222
 DuPont, Washington 98327**

Course Descriptions and Presenters

Dealing with Difficult Customers – A discussion of common customer service issues, including common customer complaints received at the Better Business Bureau and tips on handling the difficult customer. Presented by Erin May, Public Relations Manager of the BBB.

Everything You wanted to know about your L&I Account (*New contractor*) - Learn what happens when you open your L&I account. What are risk classes and how are they assigned? Learn how rates are set and adjusted; how claims affect rates; what you can do to control your company's rates; and about the processes for filing your quarterly premium reports. Presented by Diane Doherty, L&I Risk Manager.

Managing Claims to Control Your Industrial Insurance Costs – Overview of the industrial insurance claims process for the new employer. We will help you understand your rights and responsibilities to protect workers from injury and what the processes are when an employee is hurt. "Light duty" and "return to work" opportunities, communicating with and getting the proper information to the claims manager and protest timelines and information. Presented by Diane Doherty, Risk Manager 17 year L&I veteran and Gail Richardson, Claims Unit Supervisor, Labor and Industries.

Bidding, Estimating and the Bottom line (*New contractors*) - The crucial skills of bidding and estimating – know all the costs to make an accurate bid that will cover labor, supplies, taxes etc., to ensure you have a profit built into each bid. Presented by Ray Gilbride, President of the National Subcontractors Association with over 20 years construction industry experience.

Hiring "Independent Contractors" in Washington State / Prime Contractor Liability – You may be an employer with requirement – and not know it. Understanding your requirement and responsibilities when hiring "independent contractors" can be confusing. This course will help you understand when you must meet safety standards, pay workers' compensation premiums, meet with wage & hour requirements and pay unemployment insurance. You will also learn about your responsibilities for workers' compensation premiums on your subcontractors and how you can protect yourself.

Small Business Planning Made Easy – Practical approaches to small business planning and the importance of a business plan. Information will include key elements of a quality business plan and low or no-cost small business resources to assist you to start, run and grow your construction business. Presented by a Sharon Barber of the Small Business Administration

Construction Contracts – What You Should Know! (*All contractors*) – Learn the benefits and advantages of using written contracts, the necessary and optional provisions and clauses building and remodeling contracts require and when and how to seek legal help. Presented by Sage Linn, Attorney with LinvilleUrsich, PLLC.

Department of Labor and Industries
Specialty Compliance Services
Attn: Shari Purves-Reiter
PO Box 44400
Olympia WA 98504-4400

Free Training for Construction Contractors



**Where: Better Business Bureau
1000 Station Drive, Suite 222
DuPont, Washington 98327**

When: October 28, 2005, 8:00 AM – 4:00 PM

Check-in begins at 7:30 AM

- Want to learn how to **save money** on Workers Compensation premiums?
- Do you know what you should have in your **construction contracts**?
- Do you need to learn to **more accurately estimate your jobs**?
- Do you have a **business plan**?

All of the experts that can answer these questions and many more have been gathered together to bring you this Construction Contractor Training Day.
